GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1547
ANSWERED ON:24.07.2002
OPENING OF POST AND TELEGRAPH OFFICES
KAILASH MEGHWAL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the category-wise number of post offices functioning in Rajasthan at present;

(b) the efforts made in regard to quality of work/productivity and modernization of these post offices;

(c) whether the Government propose to open new post and telegraph offices in the remote areas of Rajasthan during the year 2002-2003; and

(d) if so, details along with location thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) 55 Head Postoffices, 1396 Sub Post Offices, 101 Extra Department Sub Post offices and 8882 Branch Post Offices are functioning in Rajasthan at present

(b) The details of efforts made in regard to quality of work/ productivity are given in Annexure. So far 86 post offices have been modernized by way of computer based Multipurpose Counter Machines in Rajasthan Circle.

(c)&(d): Though no area in Rajasthan in classified as remote area, the target of opening of 20 new post offices has been allotted to Rajasthan Circle for the year 2002-2003. However, opening of new post offices is subject to the fulfillment of prescribed norms and availability of requisite resources.

The information regarding Telegraph Offices is being collected and will be laid on the table of the House.

ANNEXURE

DETAILS OF STEPS TAKEN TO IMPROVE THE QUALITY OF WORK/PRODUCTIVITY IN THE DEPARTMENT OF POSTS

1. Dak Adalat: This concept was introduced at Circle level in the first instance on quarterly basis in the year 1990 which has further been enhanced up to the Divisional level. This provides an on-the-spot redressal of grievances of members of the public.

2. Customer Care Centres: In order to rationalize and customize public Grievance handling system in the Department, computerized Customer Care Centres have been set up at the Divisional Head Quarters all over the country. There are 230 such Centres till the year 2001-2002.

3. Information & Facilitation Centres: The enquiry counters at the important post offices have now been designated as Information & Facilitation Centres (IFCs). In addition to their present role of Enquiry Counters, these IFCs will also provide the facility of lodging a complaint.

4. Citizen`s Charter: To make the public services customer-friendly the Department of Posts has recently released the Citizen`s Charter. This Charter is an expression of our commitment towards improving the services so as to make them more efficient and responsive and at the same time it is an attempt to bring the department closer to its customer.

5. Public Grievance Cell: `Public Grievance Cell` at Dak Bhawan was inaugurated by the Hon`ble Minister of Communications or 12.7.2001. The cell is well equipped with the latest information technology instruments. The fax facility is available round the clock.

6. The Department has started receiving complaints on its website w.e.f. 10.12.01 http:/www.indiapost.org/adminlogin.html.